

Cultural Competency Program (CCP)

Established: March 14, 2000

Striving to enhance the patient & family-to-staff relationship from a cultural perspective.

Part of the University of Michigan Health System's Program for Multicultural Health.

Tools & Resources

Basic Concepts & Definitions

- [Cultural Competence Continuum & Definitions](#)
- [Thought Process: working towards cultural competency](#)
- [Platinum Rule](#)
- [Generalizations vs. Stereotypes](#)
- [Sociocultural Barriers to U.S. Healthcare](#)
- [Terms and Concepts for Cross-Cultural Competence](#)
- [Definitions Card](#)

Cultural Assessment & Differences

- [The Cultural Assessment](#)
- [Basic Differences](#)
- [Comparing Cultural Norms and Values](#)

Cross-cultural Communication

- [L.E.A.R.N.](#)
- [E.T.H.N.I.C.](#)

Approaches for Cross-cultural Relationships

- [Content for Enhancing Cultural Competency among Healthcare Providers](#)
- [Ten Tips for Improving the Caregiver/Patient Relationship across Cultures](#)
- [Approaches of Culturally Competent Clinicians](#)
- [Three Patient Behavioral Patterns](#)

Questions to Ask Your Patient

- [Patients' Health Beliefs Assessment Guide](#)
- [Enhancing Your Cultural Communication Skills](#)
- [Cross-cultural Interviewing Skills](#)

Generalizations & Facts

- [Cultural Health Facts for Women](#)
- [Cultural Generalizations Card](#)

Culture and Domestic Violence

- [Help Minority Battered Women Seek Assistance!](#)
- [Cultural Barriers for African American Victims of Domestic Violence](#)
- [Cultural Barriers for Asian Victims of Domestic Violence](#)
- [Cultural Barriers for Latino Victims of Domestic Violence](#)
- [Web Resources on Domestic Violence](#)
- [Culture and Domestic Violence: A Select Bibliography](#)

Institutional & Individual Analyses

- [Recommended Standards for Culturally and Linguistically Appropriate Health Care Services \(CLAS\)](#)
- [Self-study questions](#)

Cultural Competency Web Resources

- [Journal Articles](#)
 - [Cross-cultural Resources](#)
 - [Cross-cultural Organizations](#)
 - [Cultural Competence](#)
 - [Government Sites](#)
 - [Health Data](#)
 - [Mental Health](#)
 - [Multilingual, Linguistic and Educational Services](#)
 - [Nursing Resources Research, Advocacy, and Public Policy](#)
 - [Specific Cultures](#)
 - [UMHS Sites](#)
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Multicultural Health Calendar Developed by the Cultural Competency Program, supported by Public Relations and Marketing Communications, UMHS

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